

# SERVICE REQUESTS AND STATISTICS

JANUARY 1, 2019 – JANUARY 31, 2019



MONTHLY

# CUSTOMER SERVICE REPORT



SAC COUNTY

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**Customer Service Report  
January 1, 2019 – January 31, 2019**

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# Customer Service Report

## January 1, 2019 – January 31, 2019

### Department of the Month

**Department:** Agricultural Commissioner/Sealer of Weights and Measures

**Director:** Juli Jensen

**Website:** [www.agcomm.sacounty.net](http://www.agcomm.sacounty.net)

**Mission:** To promote and protect Sacramento County agriculture and the environment, ensure the health and safety of our citizens, and to foster confidence and equity in the marketplace through the fair and equitable enforcement of laws, regulations, and ordinances enacted by the people of the State of California and the County of Sacramento.

#### Divisions:

##### Agricultural Programs

- **Apiary:** Beehive registration through our department allows for prior notification of nearby pesticide applications and documentation of hive locations in the event of theft or vandalism. Beehive registration is required by the California Food and Agriculture Code.
- **Canine Dog Team/High Risk Pest Exclusion:** Our Pest Detection dogs sniff packages at FedEx, UPS and the US Postal Service and are able to pick out unmarked packages containing plant material (fruit, plants, seeds, etc.). These packages can contain invasive pests and diseases that can threaten California agriculture, native plants, animals and the environment.
- **Direct Marketing:** Provide Certified Producer's Certificates to local farmers who sell their commodities at Certified Farmer's Markets, ensuring that the farmer is selling what they produced. Provide Certified Farmer's Market Certificates to market operators.
- **Nursery Program:** Issue fee-exempt nursery licenses to small nursery operators; inspect nurseries for cleanliness; inspect nursery plant shipments for pests and diseases, ensuring that purchasers of nursery stock get pest and disease free plants.
- **Pest Detection:** Seasonal Trappers place thousands of insect traps in fruit trees around Sacramento County to proactively seek out invasive pests. A couple of years ago, we discovered a Japanese Beetle infestation and most recently, an Oriental Fruit Fly invasion. When an invasive pest is found, a trapping delimitation occurs and a treatment follows, to eradicate the pest.
- **Pesticide Use Enforcement:** Provide local pesticide enforcement of State pesticide laws and regulations to protect human health and the environment. Inspect the work of agricultural producers, farm labor contractors, pest control businesses and others who handle pesticides. Issue restricted-materials permits, investigate pesticide exposure incidents and complaints, and hold trainings and outreach.

##### Weights and Measures Programs:

- **Weighing & Measuring Devices and Price Verification:** To ensure a fair and equitable marketplace for consumers and businesses, alike, we inspect and test over 15,000 commercial weighing and measuring devices every year, for accuracy. To ensure accurate pricing of goods, we inspect automatic point of sale systems by scanning over 30,000 products in over 1,800 stores, every year. In 2017, we found that 17% of price verification inspections had overcharges.

**FTE:** 26 FTE permanent staff budgeted positions.

## Customer Service Report January 1, 2019 – January 31, 2019

### Monthly Statistics

Number of	
• Service request by calls	4,898
• Service request by mobile application	1,249
• Other	780
Service requests opened	6,927
Informational calls	3,759
Transferred calls	7,583
Service request closed	6,523
Average days to close service request	12

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/Pothole/Chuckhole Repair	6	46	242	72	53	419
Missed Service/Recycle	10	39	169	91	22	331
Missed Service/Green Waste	3	51	213	62	26	355
Missed Service/Garbage	31	234	455	206	71	997
Waste Management/Illegal Dumping	128	334	179	103	102	846
<b>Total</b>	<b>178</b>	<b>704</b>	<b>1,258</b>	<b>534</b>	<b>274</b>	<b>2,948</b>

**Customer Service Report**  
**January 1, 2019 – January 31, 2019**

**Monthly Top Service Requests by Type Closed**

Type	District 1	District 2	District 3	District 4	District 5	Total
Shopping Cart/By Vendor	2	23	37	20	2	84
Missed Service/Green Waste	3	51	213	62	26	355
Missed Service/Recycle	10	39	169	91	22	331
Missed Service/Garbage	31	234	455	206	71	997
Waste Management/Illegal Dumping	127	319	178	101	98	823
<b>Total</b>	<b>173</b>	<b>666</b>	<b>1,052</b>	<b>480</b>	<b>219</b>	<b>2,590</b>

**Cumulative Top Unresolved Service Request Types**

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	10	8	90	44	1	153
Pavement/Pothole/Pothole/Chuckhole Repair	11	44	225	80	47	407
Investigations/Negligence/Cruelty	18	92	196	100	66	472
Private Property Complaint/Junk/Rubbish	13	70	116	70	23	292
Private Property Complaint/Other	7	25	66	31	7	136
<b>Total</b>	<b>59</b>	<b>239</b>	<b>693</b>	<b>325</b>	<b>144</b>	<b>1,460</b>



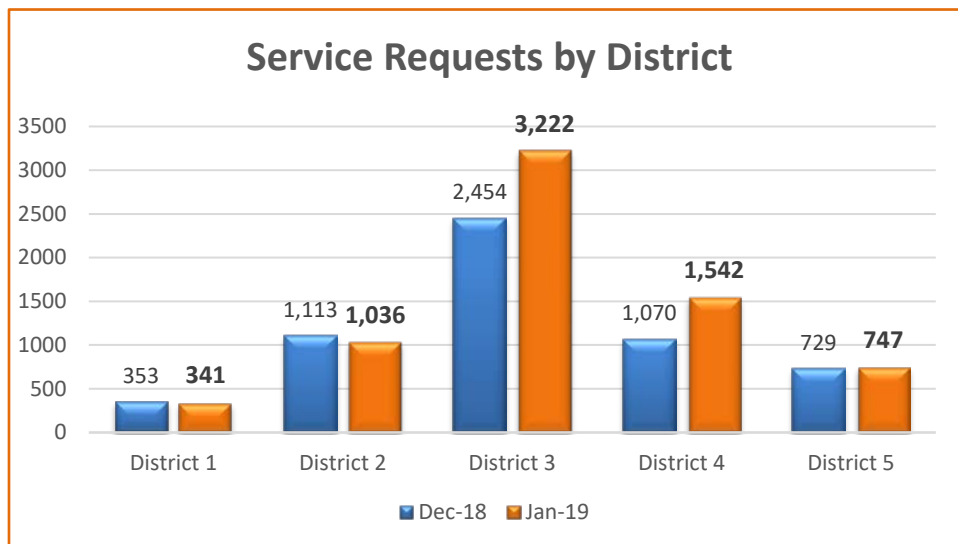
# Customer Service Report January 1, 2019 – January 31, 2019

## Board of Supervisor District Information

### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	341
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,036
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	3,222
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,542
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	747
Unspecified	39
<b>Total</b>	<b>6,927</b>

### Monthly Comparison: December 2018 vs. January 2019



## Customer Service Report January 1, 2019 – January 31, 2019

### Top Service Request Opened by District (> 10 requests)

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	123
Missed Service/Garbage	29
Abandoned Vehicles/Inoperable	15
Regional Parks/Illegal Camp	12
Animal Care/Dead Animal	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Environmental Compliance/EMD On-Call Hazmat	11
Missed Service/Garbage	11
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	329
Missed Service/Garbage	211
Pavement/Pothole/Pothole/Chuckhole Repair	59
Animal Care Stray/Roam	48
Missed Service/Green Waste	45
Abandoned Vehicles/Inoperable	45
Animal Care/Dead Animal	37
Private Property Complaint/Junk/Rubbish	36
Missed Service/Recycle	34
Animal Care Investigations/Barking (Dogs Only)	32
Animal Care Stray/Injured	26
Animal Care Owned/Aggressive - Happening Now	26
Missed Service/Neighborhood Clean Up (NCU)	25
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	23
Waste Management/Calendar Request	18
Street Lights/Street Light Out	17
Animal Care Investigations/Negligence/Cruelty	17
Animal Care Stray/Confined	17
Animal Care Owned/Aggressive - Not Happening Now	15
Abandoned Vehicles/Wrecked	15
Private Property Vehicle/Parked on Lawn	12
Shopping Cart/By Vendor	11
Graffiti/Private Property	11

## Customer Service Report January 1, 2019 – January 31, 2019

Notify Supervisor/Garbage	11
Environmental Compliance/EMD On-Call Hazmat	10
Encroachment Violations/Basketball Hoop/Garbage Cans	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	396
Pavement/Pothole/Pothole/Chuckhole Repair	266
Missed Service/Green Waste	190
Waste Management/Illegal Dumping	177
Missed Service/Recycle	149
Animal Care/Dead Animal	122
Abandoned Vehicles/Inoperable	88
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	83
Animal Care Stray/Roam	75
Private Property Complaint/Junk/Rubbish	56
Animal Care Investigations/Barking (Dogs Only)	54
Missed Service/Neighborhood Clean Up (NCU)	42
Animal Care Stray/Injured	38
Waste Management/Calendar Request	37
Private Property Complaint/Other	36
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	35
Street Lights/Street Light Out	35
Abandoned Vehicles/Wrecked	34
Traffic Sign/Street Name Sign Missing or Down	33
Tree Complaint/Miscellaneous Tree Calls	32
Stray/Confined	32
Graffiti/Private Property	31
Animal Care Investigations/Negligence/Cruelty	30
Traffic Signal/All Signals Dark	29
Shopping Cart/By Vendor	28
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	27
Animal Care Owned/Aggressive - Happening Now	27
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	26
Animal Care Owned/Nuisance (Dog Only)	22
Traffic Sign/New Sign Request	21



## Customer Service Report January 1, 2019 – January 31, 2019

Animal Care Owned/Aggressive - Not Happening Now	20
Abandoned Vehicles/Dismantled	19
Sidewalk/Sidewalk Obstruction	18
Traffic Signal/Traffic Signal Flashing Red	17
Notify Supervisor/Garbage	17
Sub-Standard Housing/Other	17
Notify Supervisor/Green Waste	16
Regional Parks/Trash and Debris	16
Animal Care Stray/Aggressive - Happening Now	16
Traffic Signal/Traffic Signal Miscellaneous Issues	15
Sidewalk/Curb, Gutter and Sidewalk Repair	15
Private Property Vehicle/Parked on Lawn	15
Notify Supervisor/Recycle	14
Animal Care Wild/Injured	14
Environmental Compliance/EMD On-Call Hazmat	14
Traffic Signal/Traffic Signal Short Green	13
Encroachment Violations/Basketball Hoop/Garbage Cans	13
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	11
Animal Care Stray/Sick	10
Private Property Vehicle/Other	10
Assist (On-Scene Only)/Police/Sheriff	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	181
Waste Management/Illegal Dumping	101
Missed Service/Recycle	84
Pavement/Pothole/Pothole/Chuckhole Repair	81
Missed Service/Green Waste	57
Animal Care/Dead Animal	52
Private Property Complaint/Junk/Rubbish	44
Animal Care Stray/Roam	40
Animal Care Investigations/Barking (Dogs Only)	36
Abandoned Vehicles/Inoperable	36
Street Lights/Street Light Out	27
Shopping Cart/By Vendor	27
Animal Care Owned/Aggressive - Not Happening Now	24
Animal Care Investigations/Negligence/Cruelty	23
Tree Complaint/Down Roadway, Tree Limb Broken/Hanging in Roadway	21

## Customer Service Report January 1, 2019 – January 31, 2019

Abandoned Vehicles/Wrecked	20
Private Property Vehicle/Parked on Lawn	19
Encroachment Violations/Basketball Hoop/Garbage Cans	19
Animal Care Stray/Injured	19
Waste Management/Calendar Request	18
Graffiti/Private Property	17
Other Transportation/Roadway Problems/Miscellaneous – Other Unknown Maintenance Needs	16
Animal Care Owned/Aggressive - Happening Now	15
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	15
Private Property Complaint/Other	15
Traffic Sign/New Sign Request	13
Animal Care Stray/Traffic	13
Sidewalk/Sidewalk Obstruction	12
Animal Care Stray/Confined	11
Traffic Signal/Traffic Signal Miscellaneous Issues	10
Ditches/Culverts/Miscellaneous Flooding	10
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	10
Tree Complaint/Miscellaneous Tree Calls	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
Traffic Sign/Street Name Sign Missing or Down	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	100
Pavement/Pothole/Pothole/Chuckhole Repair	69
Missed Service/Garbage	60
Animal Care/Dead Animal	57
Animal Care Stray/Roam	31
Missed Service/Green Waste	25
Animal Care Investigations/Negligence/Cruelty	22
Animal Care Stray/Injured	21
Missed Service/Recycle	19
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	18
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	17
Street Lights/Street Light Out	17

**Customer Service Report  
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Animal Care Stray/Traffic	16
Assist (On-Scene Only)/Police/Sheriff	15
Animal Care Investigations/Barking (Dogs Only)	14
Ditches/Culverts/Drainage Problem	13
Traffic Signal/All Signals Dark	12
Private Property Complaint/Junk/Rubbish	11
Abandoned Vehicles/Inoperable	11
Environmental Compliance/EMD On-Call Hazmat	10
Regional Parks/Maintenance Request	10
<b>Unspecified</b>	
Unspecified	0

## Customer Service Report January 1, 2019 – January 31, 2019

### Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care Investigations/Barking (Dogs Only)	1
Traffic Signal/Traffic Signal Flashing Red	1
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	1
Animal Care Investigations/Tethered	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care Stray/Tied	1
Regional Parks/Trash and Debris	1
Missed Service/Non-Regular Service	1
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	1
Traffic Signal/Traffic Signal Short Green	2
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	2
Building Permits and Inspections (BPI)/Fence/Retaining Wall	2
Waste Management/Missed Sweeper Request	2
Animal Care Stray/Roam	2
Animal Care Owned/Aggressive - Happening Now	2
Pavement/Pothole/Sunken Spot on Roadway	2
Regional Parks/Illegal Activity	3
Street Lights/Street Light or Pole Damaged	3
Traffic Signal/Traffic Signal Light Out	3
Waste Management/Illegal Dumping	3
Regional Parks/Maintenance Request	3
Traffic Signal/Traffic Signal Cycling Problem	3
Traffic Signal/Traffic Signal Miscellaneous Issues	3
Animal Care Stray/Confined	3
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	3
Traffic Signal/Traffic Signal Long Red	3
Hazmat/Hazmat	4
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	4
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	4
Investigations/Negligence/Cruelty	4
Traffic Signal/Traffic Signal Knock Down	4
Animal Care Stray/Injured	5
Animal Care Wild/Aggressive - Not Happening Now	5

## Customer Service Report January 1, 2019 – January 31, 2019

Request Type	Avg. Days To Close
Environmental Compliance/Hazardous Substances	5
Traffic Signal/Damaged, Loose or Turned Signal Head	7
Traffic Investigations/Traffic Safety Related Issues	7
Street Lights/Street Light Out	7
Animal Care Owned/Aggressive - Not Happening Now	7
Sub-Standard Housing/Deteriorated Floors	7
Encroachment Violations/Basketball Hoop/Garbage Cans	8
Animal Owned/Nuisance (Dog Only)	8
Barricades/Road Flooding	8
Traffic Sign/Street Name Sign Missing or Down	8
Municipal Services/Regional Parks	8
Sidewalk/Sidewalk Obstruction	9
Barricades/Sidewalk End Barricade	9
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	9
Tree Complaint/Miscellaneous Tree Calls	9
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	10
Landscape/Vegetation/Miscellaneous Vegetation Calls	10
Other/Miscellaneous Services/Sacramento County Sheriff Transient (HOT)	10
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	11
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	13
Waste Management/Calendar Request	15
Aggregate Dumping/Trash Pick Up/Illegal Dumping	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	16
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	16
Sidewalk/Curb, Gutter and Sidewalk Repair	18
Animal Care Wild/Injured	19
Priority Housing/No Hot Water	20
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	21
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	24
Waste Management/Report Scavenging	25
Regional Parks/Other	28
Animal Care Investigations/Kennel	28
Sub-Standard Housing/Roof Leak	29
Abandoned Vehicles/Dismantled	31
Abandoned Vehicles/Inoperable	33
Animal Care Investigations/Bite - Not Happening Now	34

## Customer Service Report January 1, 2019 – January 31, 2019

Request Type	Avg. Days To Close
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaint	36
Sub-Standard Housing/Plumbing	38
Abandoned Vehicles/Wrecked	41
Priority Housing/Total Lack of Heat	42
Sub-Standard Housing/Vector Infestation	43
Ditches/Culverts/Drainage Problem	46
Animal Care Pick Up/License/Specimen Pick Up	48
Sub-Standard Housing/Structural Defects	52
Business Licenses/Business Operating Without License	59
Sub-Standard Housing/Other	59
Private Property Complaint/Illegal Signage - A-Frames	67
Zoning/Mobile Home Zoning Complaint	74
Sub-Standard Housing/Electrical Malfunction	81
Priority Housing/VOA (Vacant, Open, Accessible) Properties	83
Fence/Missing Fence in/at/for Multi-Family Complex	87
Sub-Standard Housing/Rodent Harborage	113
Zoning/Rooster (in Residential Zone)	140
Private Property Complaint/Illegal Signage - Other	142
Private Property Vehicle/Occupied Mobile Homes/Trailers	143
Marijuana (If wish to remain anonymous must refer /Cultivation	151
Private Property Vehicle/Parked on Lawn	151
Occupied Out-Building/Garage/Shed/Other	152
Zoning/Bee Keeping	160
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	166
Private Property Complaint/Junk/Rubbish	172
Private Property Vehicle/Non-Operable (Commercial Included)	181
Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals	182
Private Property Complaint/Vacant, Unmaintained - Resident	186
Private Property Vehicle/Other	195
Private Property Complaint/Overflowing Dumpster	195
Private Property Complaint/Other	200
Private Property Complaint/Vacant, Unmaintained - Commercial	201



# Customer Service Report

## January 1, 2019 – January 31, 2019

### Aging of Open Requests

Days	Count
< 30	2,275
31 to 60	1,119
61 to 90	778
> 91	1,967

Departments are working to establish meaningful Service Level Agreements (SLA) by complaint type that will measure responsiveness to customer requests for service.

SLA completion and integration of departmental systems with the County Customer Relationship Management database (CRM) is expected within the six months.

Until completion of department SLA and OSC departmental system integration, Aging Service Requests are explained as follows:

**Process** – Departmental processes for case completion vary. Many case types require between 30 days and up to 1 year to process.

**Systems** – Departments that do not have their database systems fully integrated with the County CRM may have completed a requested item, but lack of system integration does not close the item in the County CRM. This issue will resolve with CRM integration.

**Workload** – Manual work required by administrative staff to open and close service request in the County CRM can be delayed due to competing departmental requirements. This issue should also be resolved with County CRM integration.

Many departments utilize work project assistance to complete service requests and this resource is not always available.

**Seasonal/Cycle** – Construction season is late spring early summer, many projects are completed in season or on cycle.

# Customer Service Report January 1, 2019 – January 31, 2019

## Dispatch Services

### Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to departmental on-call staff by radio, telephone or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

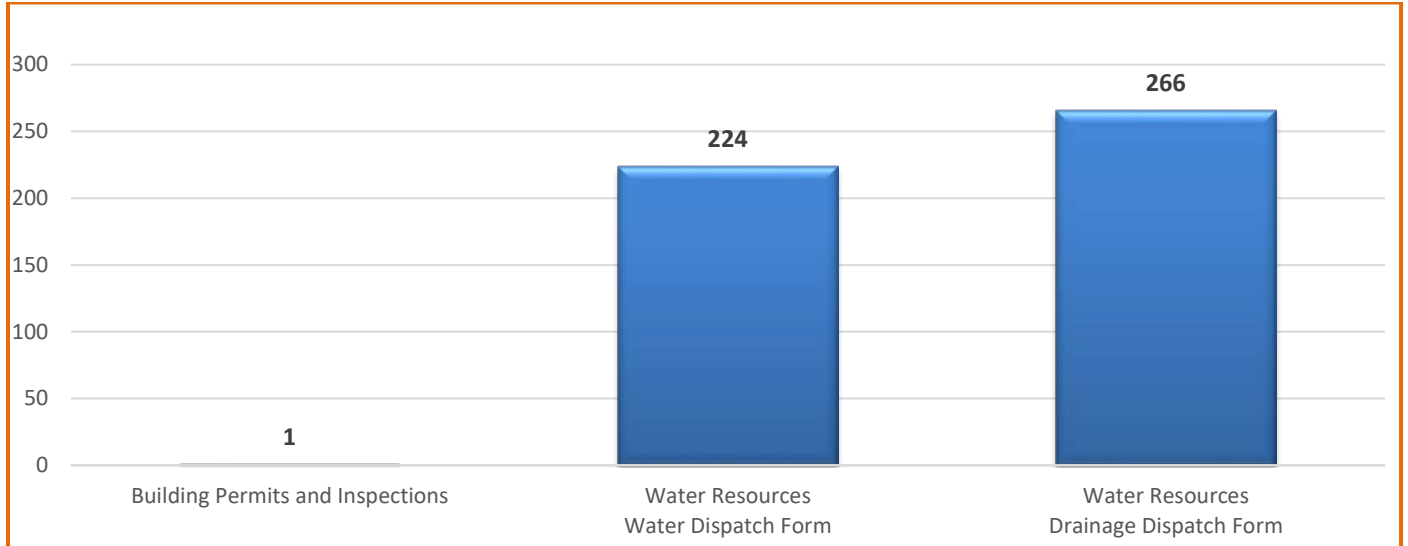
### Acronym Glossary

<b>CCURE</b>	Computer Coordinated Universal Retrieval Entry
<b>DTECH</b>	Department of Technology
<b>DHHS</b>	Department of Health and Human Services
<b>SASD</b>	Sacramento Area Sewer District
<b>JIRA</b>	Proprietary issue tracking product that allows bug tracking and agile project management.
<b>NAWAS</b>	National Warning System

# Customer Service Report January 1, 2019 – January 31, 2019

## Dispatch Services Request

### Public Works and Infrastructure



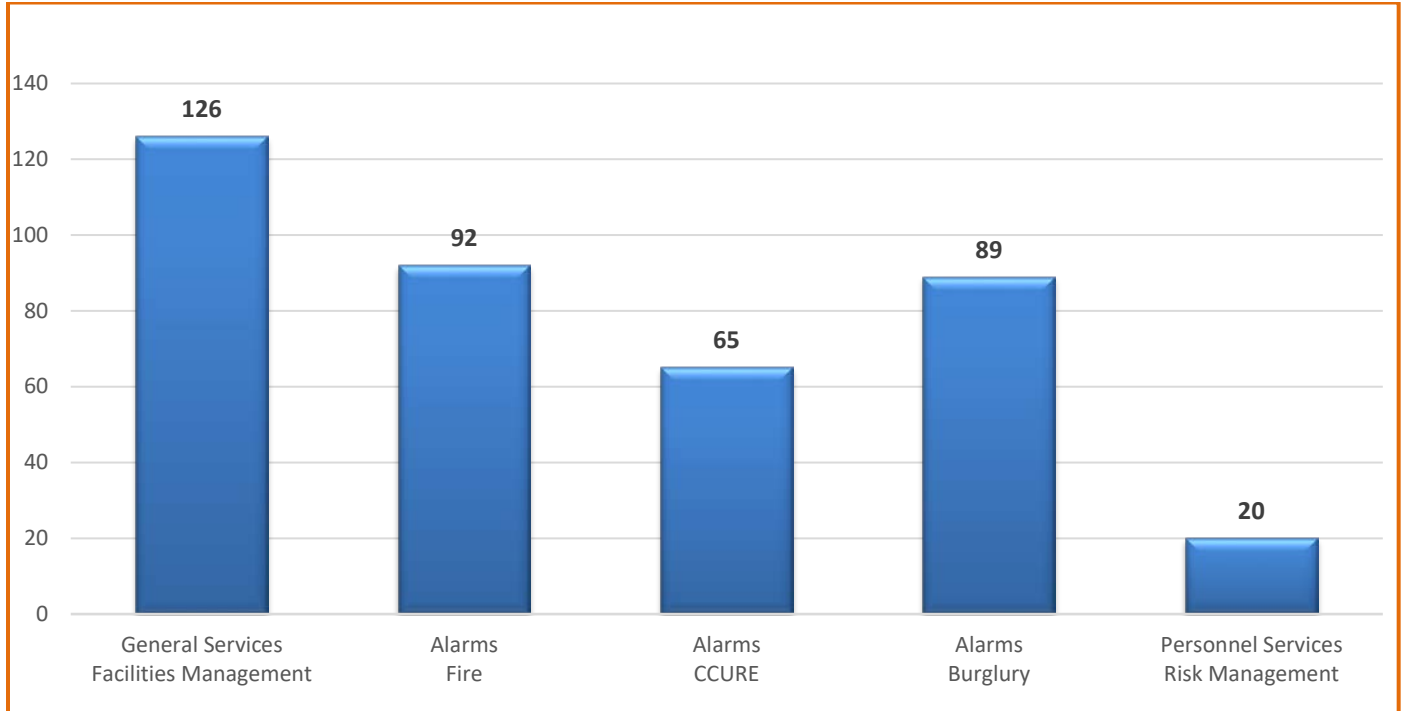
### Service Definitions

Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.

# Customer Service Report January 1, 2019 – January 31, 2019

## Dispatch Services Request

### Administrative Services



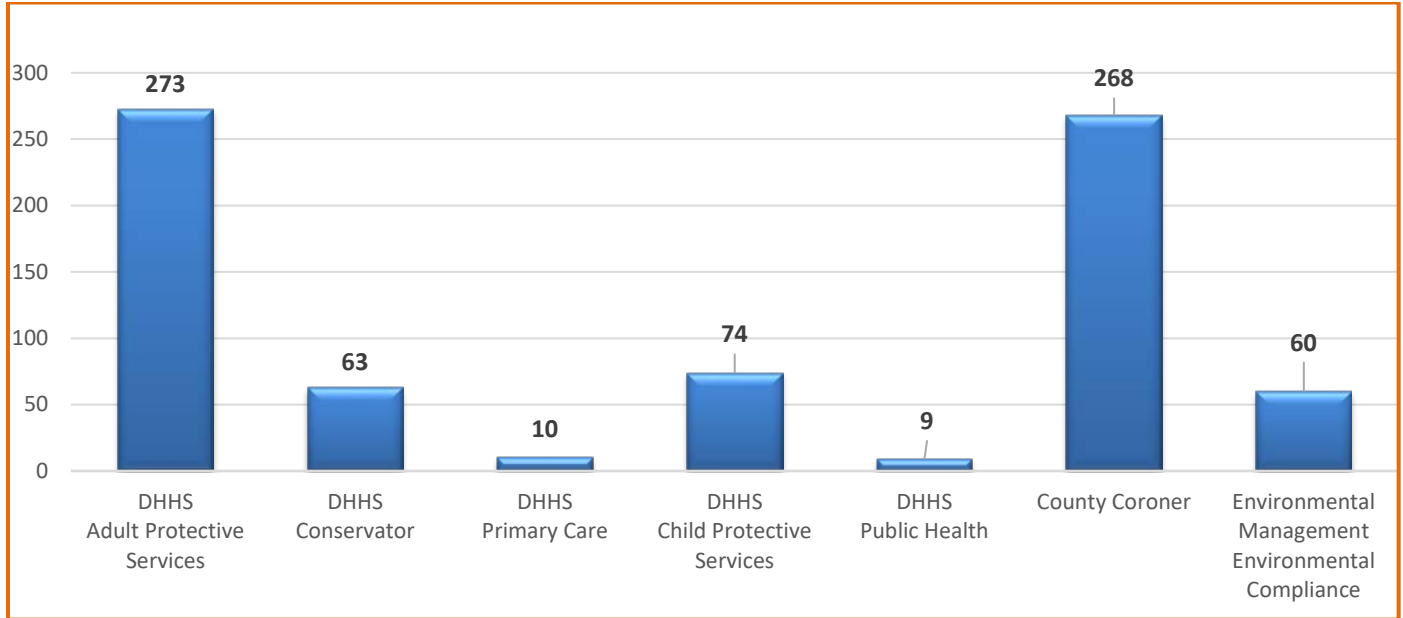
### Service Definitions

General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county owned/leased facilities for engineer/alarm technician response
CCURE Alarms	Dispatch Services for CCURE alarm / activation or badging issues within county owned buildings, CCURE card reader, badge access, panic alarms, etc.
Burglar Alarms	Dispatch Services for burglary alarm/activation or system testing within county owned/leased facilities for security unit response
Personnel Services - Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

# Customer Service Report January 1, 2019 – January 31, 2019

## Dispatch Services Request

### Social Services



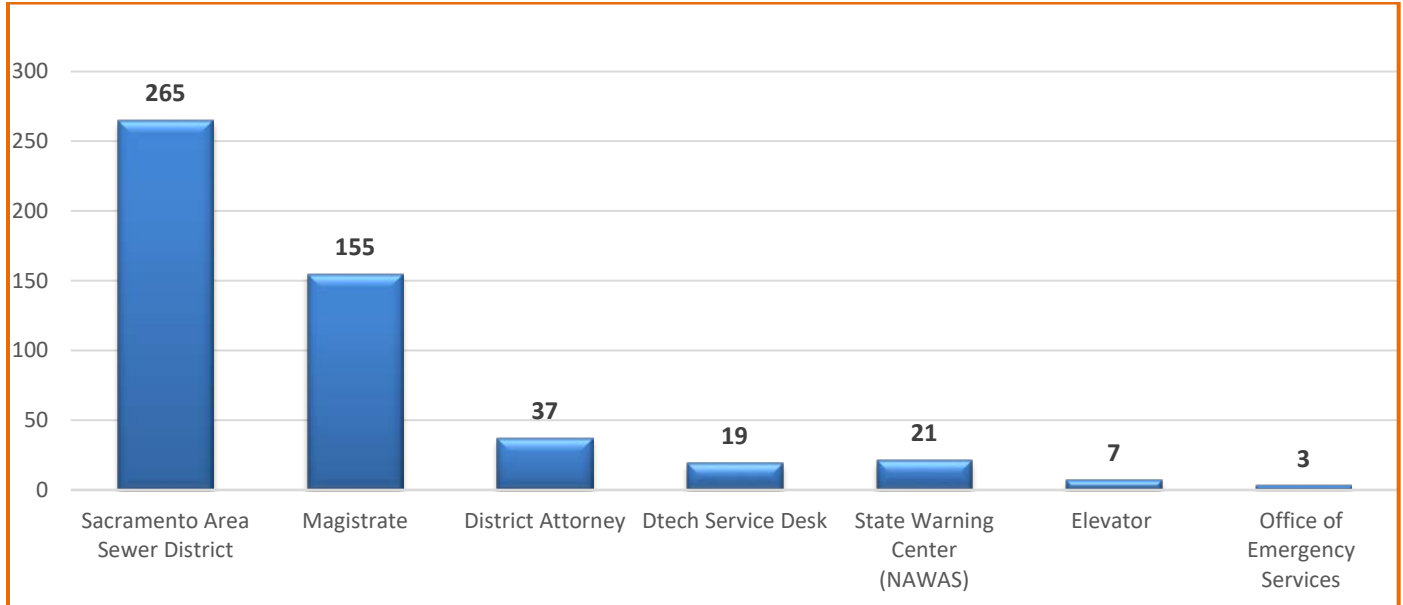
### Service Definitions

DHHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHHS - Conservator	Dispatch Services for conservator/conservatee request
DHHS - Primary Care	Dispatch Services for primary care clinic, phone medical treatment/assistance, etc.
DHHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHHS - Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

# Customer Service Report January 1, 2019 – January 31, 2019

## Dispatch Services Request

### Other/Miscellaneous Services



### Service Definitions

Sacramento Area Sewer District	Dispatch Services for any SASD reported issues such as backup into structure, cleanout overflow, odor, slow drain, etc.
Magistrate	Dispatch Services for allied agencies requesting judge for emergency protective orders, search warrants, etc.
District Attorney	Dispatch Services for arrest warrants, homicides, officer involved shootings, narcotics, etc.
DTECH Service Desk	Dispatch Services for all DTECH Service Desk support requests, incidents processed in JIRA and any priority issues are transferred to the appropriate tech team
National Warning Center (NAWAS)	Dispatch Services for Hazardous Spill Reports, tsunami and earthquake warnings, mass service outages, etc.
Elevator	Dispatch Services for county maintained elevators for emergency trapped, repair/maintenance services
Office of Emergency Services	Dispatch Services for 24/7 on-call Emergency Alert Officer Notification in regards to extreme weather, mass casualty incident, levee break/creek/water levels, terrorism, media, fire, evacuations, emergency drills, mutual aid, and more